

Technical Service Bulletin

Topic	91 Service info: MMI entertainment: muting and pausing media playback
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077163/2
Level	EH
Status	Released for publishing
Release date	Apr 16, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio operation -> radio reception	functionality -> no function	
information, navigation, communication, entertainment -> media playback -> select media playback	functionality -> no function	
information, navigation, communication, entertainment -> media playback -> play track	functionality -> no function	
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	functionality -> no function	
information, navigation, communication, entertainment -> audio playback, audio settings -> volume	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> audio playback, audio settings -> volume	functionality -> not adjustable	
information, navigation, communication, entertainment -> audio, video, television -> radio	functionality -> no function	
information, navigation, communication, entertainment -> audio, video, television -> speaker	functionality -> no function	

Vehicle data

Q6 e-tron, and SQ6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GF*	2025	A		*	*	*

Q5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GU*	2025	A		*	*	*

A5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU*	2025	A		*	*	*

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Models)
1	03/06/2025	Initial publication

Customer states:

When media playback is paused, playback cannot be resumed by pressing the volume control or the mute button on the multifunction steering wheel.

Conversely, if media playback is started while the entertainment volume is muted, the playback is not audible, and the volume remains muted.

Workshop findings:

The concern can be duplicated.

Technical Background

Unlike in older models, pausing media playback is a separate function from muting the entertainment volume.

Pausing

Media playback can be paused or resumed in the following ways:

- Press the play/pause button in the MMI entertainment menu on the center display.
- Voice command to the voice assistant (“Hey Audi, pause playback”).

Muting

The entertainment volume can be muted or unmuted in the following ways:

- Press the volume control.
- Press the mute button on the multifunction steering wheel.

Production Solution

Not applicable.

Service

Not applicable.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2077163**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

©2025 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.